Certified Courses

Professional Certificate

Advanced Business Resilience

INTRODUCTION

- Organizations today are presented with an ever-growing number of challenges, compounded by the speed of technological change and evolution, all of which act together to increase business risk. Evidence indicates that Resilient organisations are successfully proactive; they can foresee relevant scenarios that may have damaging effects on business operations. Therefore, if you have, or could have, a key role to play in the resilience of your organisation, then this course is for you.
- Business Resilience as a corporate goal is the ability to anticipate, avoid, protect, withstand, mitigate, respond and recover from the effects of change or adversity. This training course explores these and other concepts of resilience to understand key mechanisms that organisations should develop to best cope with continuous change and to swiftly recover from hardship.

This training seminar will highlight:

- Understanding the features of BSI 65000
- Guidance on achieving enhanced Business Resilience
- Identification and investigation of 13 indicators that assesses the resilience of an organisation
- How pro-active individuals in resilient organisations improve the reliability of operations
- How to recover and bounce back from trauma, quickly restoring business capabilities
- How to demonstrate a clear focus on developing confidence and leadership capabilities

OBJECTIVES

By the end of this training course, participants will be able to:

- Understand risk, security, safety, preparedness, resilience, response & reliability
- Design policy and controls for you to manage Change as well as Risk
- Apply concepts and innovative solutions to achieve business resilience
- Determine how to monitor the performance of your Resilience system
- Draw on an extensive knowledge base of organisational resilience

TRAINING METHODOLOGY

- This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes leadership, management and organisational improvement techniques utilising exercises, syndicate role playing, group discussions, crisis communication skills and team problem solving challenges. A comprehensive course manual, checklists, with relevant case studies, DVD´s and realistic exercises will cover all the aspects of the latest standards.

ORGANISATIONAL IMPACT

- In addition to the ability to recover quickly from multiple challenges and disruptions, the key to true Business Resilience is to create a culture of continuous improvement. Learning from past mistakes is of the essence in enabling organizations to emerge from a crisis more effective and more resilient than before.
- Develop a prevention preparedness and a dynamic response / continuity / recovery policy
- Establish objectives, procedures and processes to achieve policy commitments
- Assure competency, awareness and training
- Take action as necessary to improve performance and demonstrate success
- Establish and apply a process for continual improvement

PERSONAL IMPACT

- Having developed an information rich environment, you will develop a good grasp of the "health" of the system by turning knowledge and data into intelligence by identifying future patterns and trends.
- Gain an understanding of the rationale and principles underpinning the five principles of business resilience
- Appreciate the value and business benefits from taking an organisational resilience approach
- Understand how to be networked gaining appropriate leadership skills within a resilient culture
- Hear first-hand experiences in building resilience and how to survive adversity
- Analyse and discuss a selection of key research papers and articles on organisational resilience

WHO SHOULD ATTEND?

- The advanced nature of this event will prove beneficial to those in management and team leadership with responsibility for either planning for or responding to change and crises across the complete management spectrum. This training course is suitable therefore to a wide range of professionals but will greatly benefit:
- Designated Incident, Emergency and Crisis Response Managers
- Fire, Safety and Security Professionals
- Risk, Marketing and Insurance Managers
- Operation, Asset, HR and Facility Managers
- Ministry or Government Regulators

Course Outline

Resilience is a Concept rather than a Discipline

- BSI 65000 5 Levels of Maturity & 13 Principles of Resilience
- Business and Community Resilience Case Studies
- Organisational and Environmental Risk, Threats & Impact Perspectives
- Understanding the Impact of Change or Disaster on the Organisation
- Strategic Crisis and Emergency Management in a Resilience Framework
- Strategic Risk and Risk Behaviour

Five Main Principles of Organizational Resilience

- Leadership, Setting the Priorities, Commitment and Allocating Resources
- A Resilient Culture is built on principles of empowerment, purpose and trust
- Succession Planning Enhancing Resilience through People Selection
- Globalization, Governance and Accountability Enable Resilience
- Settings, Understanding Workplace Challenges to Resilience & Workplace Agility

Resilience: Business Continuity & Disaster Recovery Management

- Identify and Manage Current and Future Threats to Your Business
- Take a Proactive Approach (ISO 22301) to Minimizing the Impact of Incidents
- Keep Critical Functions Up and Running During Times of Change and Crises
- Minimize Downtime during Incidents and Improve Recovery Time
- Demonstrate Resilience to All Stakeholders
- Crisis Consequence and Recovery Management

Communication & Culture, the Demands of "Black Swan" Thinking

- Building 'black swan' Resilience
- Strategic Anticipation and Foresight Analysis
- Managing the Unpredictable Using Scenario Planning
- Building More Flexible Teams and Adaptive Organisations
- Societal and Interrelationship & Organisational Resilience
- Risk Communication in High Hazard Environments

Safety, Security and High Reliability Features and Characteristics

- Best Practice Techniques for Promoting a Safety Culture
- Assessing Improvements and Linking Safety Culture with an HSE Safe Management System (SMS)
- The Fundamentals of Security Management & Asset Protection
- Features and Characteristics of High Reliability Organisations
- How to Develop and Implement Plans, Procedures and Tools to Test and Prove Your Whole Resilience System
- Course Evaluation

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